

MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

DECEMBER 2005

Snow Is Lovely, But Let's Be Prepared

THE FIRST LINE IN THE SONG *Let It Snow* — “Oh the weather outside is frightful” — is a reminder that winter’s snow, although beautiful, poses special challenges. To help keep all of us safe and warm this season, here are some helpful suggestions for weathering a winter storm:

To save heat in your home, close off unneeded rooms, cover windows at night, and stuff towels or clean rags in cracks under doors. Maintain adequate food and water intake because food provides the body with energy for producing its own heat.

If you are stranded in a vehicle, attach a bright cloth to your antenna to attract attention and then remain in the vehicle. Run the motor for about 10 minutes each hour for heat. You should also open a window slightly for fresh air and make sure the exhaust pipe isn’t blocked. Get attention by turning on the dome light and emergency flashers when running the engine. Exercise by moving arms, legs, fingers and toes to keep blood circulating and to keep warm.

If you are stranded outside, try to stay dry and cover all exposed parts of your body. Prepare a windbreak or snow cave for protection from the wind. Build a fire for heat and to attract attention. Do not eat snow. It will lower your body temperature. Melt it first.

To ensure a continuous flow of weather information, make sure your NOAA* Weather Radio, or another radio or television set, has a battery backup. For All-Hazards NOAA Weather Radio information, including a station near you, go to the NOAA Weather Radio page at <http://www.nws.noaa.gov/nwr> or contact your National Weather Service office.

Remember that a winter storm WATCH means conditions exist making a storm possible. A winter storm WARNING means a storm is headed toward your area. A BLIZZARD WARNING means strong winds, blinding wind-driven snow and dangerous wind chill. Avoid driving and seek shelter.

If you *are* driving on snow or ice and begin to slide, don’t panic. Take your foot off the gas and do not hit the brakes. Steer in the direction you wish to go. This is advised for both front- and rear-wheel drive vehicles.

Other winter driving tips: Allow extra time to arrive at your destination ... allow extra space between you and other vehicles ... take needed breaks on longer trips ... and always wear your safety belt and ensure others in your vehicle are properly restrained.



If you still have holiday shopping to do, State Fire Marshal Andy Neumann asks you to consider purchasing gifts “that will protect your loved ones from fire this season.” Some suggestions are smoke alarms, carbon monoxide detectors, lantern-style candle-holders, secure fireplace screens, long fireplace matches, bathrobes with tight-fitting sleeves that cannot touch stove burners, flannel pajamas and sheets to reduce the need for space heaters at night, portable fire extinguishers, fireproof oven mitts and large house numbers so firefighters can locate a home quickly during an emergency.

*National Oceanic and Atmospheric Administration

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MICHIGAN LEgWORK

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alternate formats on request.



A Message from the Director

Earlier this month, Gov. Granholm graciously invited me to deliver her Weekly Radio Address to Michigan citizens. The governor initiated this weekly address in August as an opportunity to speak directly to Michiganians about what their government is doing to improve the state.

I chose to talk about the network of Regional Skills Alliances (RSAs), created last year by the governor, because building a strong economy in our state is dependent on a skilled workforce. RSAs train citizens for careers in high-demand industries and help employers find highly skilled workers to meet their current needs.

I was pleased to announce — and want to make sure you are aware also — that the state is investing an additional \$650,000 to expand the RSA effort.

In Michigan today, there are literally tens of thousands of job openings and employers who are clamoring for skilled workers. The RSAs provide targeted training, which helps those who are unemployed or those who are looking for a new career path to learn the relevant skills needed for a new job. And not just any job that's in demand, but a job with a business that is rooted in the community; a great job with a great future.

Right now, there are 17 Regional Skills Alliances statewide, serving citizens and businesses in major cities and rural communities. Our new investment will provide a new opportunity for targeted training in whole new regions — and new industries, too — by expanding this job-training network to 25 RSAs across the state.

For example, in the Upper Peninsula, two new Regional Skills Alliances in Marquette will help train citizens in that community for jobs in forestry and the timber industry and support the broader manufacturing base in Northern Michigan.

In Wayne County, where there is enormous demand for skilled health care workers, two additional RSAs will help meet the need for registered nurses and community health workers, who can immediately step into existing job opportunities.

RSAs in Escanaba, Pontiac, National City and Traverse City will also target training to meet the needs of local employers.

Michigan's families depend on the stability of good paying jobs to meet their needs — and our employers depend on the stability of a highly skilled and qualified workforce to keep them rooted and growing here in Michigan.

At this special time of year, when the importance of families and communities is certainly illuminated, I am so very pleased that we can celebrate a program administered by our department that strengthens the foundation of our state.

Safe and Happy Holidays to All of You,

D. C. Hollister



Michigan's tree at the Capitol in Lansing

On Your Mark, Get Set, Give Blood!

From Jim Smiertka DLEC's Blood Challenge Ambassador

With the holiday season upon us, Michigan faces an even greater than normal shortage in its blood supply. This is why Gov. Jennifer M. Granholm and Michigan Surgeon General Kimberlydawn Wisdom have announced the State Employee Blood Challenge 2005–2006.

The goal is to increase blood donations among state of Michigan employees by 20 percent between November 2005 and October 2006. We can all make a considerable contribution to the state's blood supply simply by rolling up our sleeves.

While 70 percent of the U.S. adult population can donate blood, only 5 percent actually do so. As a result, we are often faced with critical blood shortages in our state and nation. Every two seconds, an accident victim, surgery patient, cancer patient, premature infant or someone else needs lifesaving blood.

Donating blood is a form of giving unrelated to money — and every blood donation can save up to three lives. While many people think they can give blood once a year, you can actually donate as often as every 56 days!

If you have never donated blood before, this is your chance to get started. If you are a current blood donor, we challenge you to at least double your donations.



- + You can donate blood at worksite and community locations. Donations will be tracked on your downloadable Blood Challenge ID Card. See this website: <http://www.michigan.gov/bloodchallenge>. Print and bring a copy of the ID card to the blood drives.
- + Every quarter, all state employees who donate during that quarter will be entered into a drawing for a weekend getaway package.
- + After your second donation, you qualify to receive an insignia baseball cap.
- + After your third donation, you will be entered into a drawing at the end of the challenge for a Mackinac Island getaway.

To learn where you can donate blood, click [here](#) for state-scheduled blood drives and [here](#) for community-scheduled blood drives. Thank you!

'Technotrash' Now Has Its Own Recycling Bin

Ever heard of a 'Technotrash Can'?

One is now available in downtown Lansing to enable state workers to recycle diskettes, CDs, DVDs, video and audio tapes, PDAs, pagers, digital cameras, handheld games and CD and MP3 players.

You can drop off these items at the Technotrash Can located at Constitution Hall's atrium recycling area. All electronically stored information will be destroyed, and related materials will be recycled, with a fully documented audit for accountability.

More information about this initiative can be found at <http://www.greendisk.com/pdf/TTCDDataSheet.pdf>

Reminder: Please remember to send state-owned PDAs back to the Department of Information Technology and state-owned cell phones and pagers back to Department of Management and Budget surplus, rather than to the Constitution Hall recycling area.

This opportunity to properly dispose of obsolete technical equipment is being made available by the Constitution Hall Recycling Team.



Professional Activities

Congratulations to **Larry Lehman**, chief of the Building Division, Bureau of Construction Codes and Fire Safety, who has been elected president of the Code Officials Conference of Michigan (COCM). Larry is the first building inspector employed by the state of Michigan to be nominated to the COCM board, which is the largest organization representing the building code enforcement profession in the state. Larry was formerly on the organization's board of directors and has served as secretary/treasurer and vice president of COCM. Larry has been employed by the Bureau of Construction Codes and Fire Safety for the past 20 years.



Ann Millben

Congratulations go to **Harold Wasner**, Policy Unit manager, Michigan Rehabilitation Services (MRS), who received a 2005 Excellence in Rehabilitation Award at the Michigan Rehabilitation Conference held in Grand Rapids last month. Harold was selected because of his demonstrated leadership, commitment, advocacy and effective provider of service in the field of rehabilitation in Michigan. Harold has been a counselor, unit leader, supervisor and manager during his career with MRS.

Congratulations to **Ann Millben**, licensing administrator for real estate, Bureau of Commercial Services, who has been installed as the 2006 District 3 vice president, Association of Real Estate License Law Officials (ARELLO). The association supports the administration and enforcement of real estate license laws to protect the public interest. Ann has been with the state since 1975. She was assigned to handle real estate licensing in 1984 and currently handles that occupation as well as four others.

Congratulations to **James Robinson**, a local veterans employment representative, Bureau of Workforce Programs, Roseville, who has been elected National Veterans Training Institute Alumni Association Board of Directors Region V liaison. The board monitors proposed federal legislation that affects veterans' benefits and services, provides infor-

mation to elected officials, and works to ensure continued federal funding for the National Veterans Training Institute.

The **Michigan State Housing Development Authority** (MSHDA) has been named the outstanding state housing finance agency in the country for one of its homeownership programs, called Key to Own. The award was presented to MSHDA Executive Director **Michael DeVos** at the 35th annual conference of the National Council of State Housing Agencies on Sept. 26. The Key to Own program offers a homeownership option for certain qualified families that hold a MSHDA Housing Choice Voucher. Tenants who meet program requirements are able to use their voucher subsidy toward a mortgage on a home rather than toward their rent. Congratulations, MSHDA!



James Robinson

Kudos to the staff of the **Michigan Commission on Disability Concerns** (MCDC), who sponsored a successful Disability Mentoring Day Oct. 19 in Detroit, Pontiac, Flint, Lansing and Grand Rapids. About 40 students from across the state — from high school to college graduate level — participated by touring General Motors plants and meeting with AmeriCorps and U.S. Army personnel. GM was a partner in the annual event, which gives students an opportunity to observe job settings, explore career paths and learn the connection between school and work.

The Department of Labor & Economic Growth was a co-sponsor of the Truck Driving Career Expo held Nov. 12 at Macomb Community College's South Campus. Vietnam Veterans of America Post #154 raised a new American flag, played taps and fired a 21-gun salute to open the event, which was also sponsored by Macomb Community College and International Trucking School (ITS). The VFW donated the flag in honor of the services the college provides to veterans. The event brought together recently separated veterans, ITS faculty, and employers in the trucking industry to provide workshops and career information to the general public — and especially to veterans with truck driving experience. DLEG Veterans Employment Specialist **Ralph McKay** said many recently separated veterans gained extensive truck driving experience while serving in the military but lack a commercial driver's license, which is necessary to become employed as a truck driver. "What employers need to know is that we are able to provide military records that document veterans' driving experiences, which will give them an advantage in hiring," Ralph said.



Sandy Pearson, coordinator for MSHDA's Key to Own program, holds the Award for Program Excellence. Also pictured are Richard H. Godfrey (left), president and executive director of the National Council of State Housing Agencies, and MSHDA Executive Director Michael DeVos.

People on the Move

Best wishes for a happy retirement to **Dave Kremarik**, a rehabilitation counselor with the Mt. Pleasant office of Michigan Rehabilitation Services (MRS), who will retire Dec. 31 with 27½ years of state service. Dave began his career with the former Michigan Employment Security Commission, where he was an employment counselor for nine years in a number of Mid-Michigan locations. In 1987, he joined MRS as a counselor at the Bay City office and two years later moved to the Mt. Pleasant office.

Best wishes for a happy retirement also go to **Bonny Moyer**, a rehabilitation counselor with Michigan Rehabilitation Services (MRS) in Saginaw, who retires Dec. 31. Bonny has nearly 18 years of state service, beginning as a counselor at the Adrian MRS office in 1988. Seven years later, she moved to the Saginaw office.

The Unemployment Insurance Agency (UIA) lost one of its more experienced staff members when **Jan Knapp** retired from the agency on Halloween. A UI examiner at the Problem Resolution Office in Gaylord, Jan left the agency after 27 years. She started with UIA's predecessor — the Michigan Employment Security Commission — and has worked in the employment service and unemployment insurance programs. During her years with UIA/MESC, she worked at a number of northern Michigan locations. She started as an assistant to the Job Service interviewer under a federally funded training program at the Cheboygan MESC office. She has also worked as a job placement interviewer in offices throughout the Tip of the Mitt. On the UI side, she has been an unemployment claims worker, an examiner and a lead worker. Best wishes, Jan!

Gov. Jennifer M. Granholm has appointed **Stephen Geskey** to the Michigan Employment Security Board of Review to represent the general public for a term ending Dec. 31, 2008. He had been an assistant attorney general with the Office of the Attorney General and succeeds **Kathleen Markman**, whose term has ended. The board hears and decides appeals of the Unemployment Insurance Agency and administrative law judge decisions and orders connected with claims for unemployment compensation for federal workers, state employees, veterans and

industrial and commercial workers.

Gov. Jennifer M. Granholm has made two reappointments to the Qualifications Advisory Council (QAC). **Phillip L. Gilliam**, an attorney and director of the UAW Unemployment Clinic with the International Union, has been reappointed to represent employee interests on the QAC for a term expiring Oct. 1, 2009. **Jeffery V. Stuckey**, an attorney and member of Dickenson Wright, PLLC, was reappointed to the QAC to represent employer interests for a term expiring Oct. 1, 2009. The QAC reviews and rates applicants interested in serving on the Workers' Compensation Board of Magistrates and Workers' Compensation Appellate Commission.

The Bureau of Commercial Services has welcomed **Tricia Cornell** as a communications assistant on the Customer Service Team, Corporation Division. Tricia's responsibilities include answering telephone inquiries related to specific corporations, limited liability companies and limited partnerships as well as division procedures for customers.

The Michigan Occupational Safety and Health Administration (MIOSHA) welcomes **Andrew Popovecz** as the newest safety officer in the General Industry Safety & Health Division. Andrew holds a Bachelor of Science degree in biological and zoological sciences and has supervised safety, health and environmental programs for various major Michigan firms. He has also performed in-house regulatory compliance audits of manufacturing facilities with regard to both environmental and safety concerns. Andrew's worksite is Macomb County.



Dave Kremarik



Tricia Cornell



Bonny Moyer



Jan Knapp

Thanksgiving Visit to Iraq

Gov. Granholm Meets DLEG Family Member

By Judith Simons
Michigan Occupational Safety and Health Administration

Jon Walker, industrial hygienist with the MIOSHA Asbestos Program, reports that Gov. Jennifer Granholm visited the unit of his stepson, 1st Lt. James Belprez, during her Thanksgiving trip to Iraq.

At the invitation of the U.S. Departments of State and Defense, the governor spent five days visiting hundreds of Michigan National Guard soldiers serving in Kuwait and Iraq.

Lt. Belprez and his troops belong to the Michigan National Guard's B Company, 1st Battalion 125th Infantry, out of Saginaw. Lt. Belprez is from Haslett and graduated from Haslett High School and Michigan State University. After several months of training in Mississippi and a two-week desert acclimation stint in Death Valley, Cal., his company was stationed in Iraq in July.

The battalion is responsible for keeping the supply route from Ramadi to Baghdad open. Ramadi is within the Sunni Triangle 60 miles west of Baghdad and is at the heart of Sunni resistance. This area was the power base of Saddam Hussein, and many of his top military personnel were from this area.

Lt. Belprez is the acting commander of the forward operating base near Ramadi, and the insurgents fire upon it every day. According to Lt. Belprez, the Governor's visit was a very courageous act because of the constant fighting between U.S. forces and the insurgents. He told his step dad that Gov. Granholm's visit was a big morale boost for the soldiers, who are fighting around-the-clock and door-to-door in Ramadi.

"This visit was all about giving thanks to these tremendous soldiers who have made the tremendous sacrifice of putting their lives on hold for a year to serve our nation," the Governor said. "They are unbelievable heroes and we owe them, along with their families who await their safe return, our support and prayers."

The MIOSHA Asbestos Program is sending a care package to Lt. Belprez and his troops over the holidays — thanking them for their outstanding service to our country and wishing them all a safe return.

Jack Nolish Named WCA Director; Murray Gorchow, Acting Chair, Magistrates Board

By Norm Isotalo

Jack Nolish has been named director of the Workers' Compensation Agency. He had been chair of the Workers' Compensation Board of Magistrates at the time of his new appointment, which took effect Dec. 4.

Jack was originally appointed by Gov. Granholm to the Board in February 2004 and elevated to the chair's position two months later. Prior to joining the board, he was an attorney in private practice handling Workers' Compensation and other claims.

He is a member of the State Bar of Michigan and the Michigan Trial Lawyers Association as well as the National Organization of Social Security Claimants' Representatives and the Association of Trial Lawyers of America. A graduate of Oakland University, he received a juris doctorate from Wayne State University Law School.

Succeeding Jack Nolish at the Workers' Compensation Board of Magistrates as the Board's acting chair is Murray Gorchow. Before taking on his new duties, he had been a magistrate on the board since his appointment in June 2004.

Murray practiced Workers' Compensation law for 32 years with the Detroit area law firm of Martens, Ice, Klass, Legghio, Israel & Gorchow, PC, where he later headed the firm's Workers' Compensation department. His proudest achievement is winning a case he argued before the Michigan Supreme Court in 1996, which established an important precedent regarding Workers' Compensation benefits. He is a member of the Workers' Compensation Section within the State Bar of Michigan.

Murray received his juris doctorate from the University of Michigan Law School. He is a political science graduate of the University of Illinois at Chicago.



Gov. Granholm with 1st Lt. James Belprez



Jack Nolish



Murray Gorchow

DLEG and Katrina

MSHDA Assists in Hurricane Aftermath

By Ashley Mead, Michigan State Housing Development Authority

After the devastation of Hurricane Katrina, states all over the nation stepped up to the plate to take action and assist as many victims as possible. The City of Detroit was one of the areas where evacuees were taken, by bus, from New Orleans. The Detroit City Airport became a one-stop place for evacuees to take care of the business necessities they would otherwise have had to figure out for themselves.

MSHDA was one of the many organizations represented at the Detroit City Airport. MSHDA's role was to work face to face with the evacuees, guiding them into local temporary and permanent housing. MSHDA employees worked diligently in conjunction with the Michigan Housing Council and HUD to locate available subsidized housing for the evacuees. MSHDA employees contacted local homeowners, requesting that they house people and letting them know the importance of shelter in the aftermath of a hurricane.

During the four weeks MSHDA was there, staff serviced over 190 evacuees.

[Excerpted from a longer article by Ashley in the November 2005 edition of MSHDA's newsletter, *Building Blocks*. Ashley is MSHDA's communications coordinator.]

Support Dinner



DLEG is proud of staffers Sharon Malone, Terry Fobbs and Karen Gagnon, who organized a Katrina Evacuee Support Dinner on Nov. 16 at Buddy's Pub & Grill in Okemos. The event, which included music and a ham and turkey dinner, was held to welcome evacuees who have relocated to the Lansing area. Above, Terry, Sharon and Karen go through the buffet line with Chastidy Harvey of St. Vincent. Teri Lyn, owner of Buddy's, and a number of other businesses supplied over 100 gifts, plus Thanksgiving dinner, for the evacuees.

Response to Hurricane Katrina

**By Cindy Caldwell
Michigan Commission for the Blind**

I recently returned from three weeks of disaster relief work in Louisiana with the American Red Cross, and I must say that it was a unique, worthwhile and moving experience. I went to help with the Katrina relief effort and found myself arriving one day ahead of Hurricane Rita. At first, I was assigned to supervise a shelter and then found myself working as part of an Emergency Relief Vehicle team.

Our job was to deliver hot meals, twice per day, directly to people still in their homes, shelters housing many families, and community drop sites. This provided me with the opportunity to travel around the state. I worked in Covington, Bogalusa, Leesville, and New Orleans. The vast majority of people I met were wonderful. Even in the face of having lost so much, they were kind, appreciative and very hospitable.

The news coverage seems to focus on the negative, but there is so much more positive out there. Houses were completely destroyed, roads were

blocked by trees and debris, people were surviving without power for weeks on end, and families were separated. However, people continued to do what they could to make it through another day, many pitching in to work alongside us helping others. Some even refused to take "extra" when it was offered to them because they didn't want to take away from others who might need it more.

This experience has renewed my belief that most people are willing to help each other when needed, and I hope to experience the same again when I leave shortly for my next deployment to Florida to aid with Wilma relief. I want to express my appreciation to the State of Michigan, DLEG, and my agency, MCB, for the support I have received in being involved with the relief efforts.

[Reprinted from the November 2005 edition of *MCB Insight*, newsletter of the Michigan Commission for the Blind. Cindy is a deaf/blind specialist with MCB.]



Linda Parent, Michigan Rehabilitation Services counselor in Midland and a certified Red Cross volunteer, recently spent two weeks in Washington, D.C., answering phones at the national call center for Katrina survivors. We thank you for your volunteer work!

CONGRATULATIONS to the Unemployment Insurance Agency (UIA),

which was among several state UI agencies honored by the U.S. Department of Labor for helping to process unemployment claims from workers left jobless by Hurricane Katrina. UIA staff answered nearly 28,300 phone calls and processed nearly 8,200 unemployment claims.

Remembering Those Who Have to Leave Their Families Behind

By Martin D. Alexander
Michigan Liquor Control Commission

As we approach the end of the year, the almost four-week period between Thanksgiving and Christmas is dually unique for many people. On the one hand, many are thankful for the blessings we enjoy, and, on the other, many begin practicing “peace on earth and goodwill toward men” in earnest. As we extend our holiday greetings, consider those who won’t be home and have to leave their families behind.

Citizen volunteers devote much of their own time to help others in need. They are there to help victims of a disaster, to comfort the broken, to feed the hungry and to house the homeless. In many cases, they fill in when and where needed to make programs work. As they fulfill their missions, they do so at the expense of their own families, whom they must leave behind.

Firefighters, whether full- or part-time or volunteers, are ready to respond at a moment’s notice without hesitation and with the confidence their extensive training has provided. Whatever the time of day, day of the week, holiday or not, inclement weather or fair, they can be relied on to truly serve the citizens of their communities in a caring and benevolent manner. When they respond to a call, they must leave their families behind.

Paramedics, nurses, doctors and hospital and medical center support staff often mean the difference between pain and comfort, life and death. In many cases, they literally work medical miracles. Yet rarely are they honored by a parade, plaques or medals. But they

report for duty without question, often at a moment’s notice. They, too, must leave their families behind.

Law enforcement personnel and their support staff represent the “sheepdogs” of the local community. From the 911 dispatcher to the police/deputy/trooper, from the legal staff and courtroom personnel to the jailers, they are highly trained to recognize danger and serve and protect the community at large. When faced with a threatening situation, they don’t back down. They know that chaos would result if it were not for their dedication to duty. And they have to leave their families behind when duty calls.

National Guard and Reserve units are comprised of heroic people. Even though most of them work a full-time job, they contribute at least one weekend a month and two weeks in the summer to serve the state or nation. They whimper not when they’re called to active duty. They serve honorably and bravely, a testament to their character and training. Many have had to leave their families behind to fulfill their missions.

Active-duty military personnel have all volunteered. They serve with honor and without question in places where you or I wouldn’t dare go, even in a nightmare. Yet their spirits and morale are up, notwithstanding the dangers and isolation they face on a daily basis. They have left their families behind, sometimes for extended periods of time.

Remember these individuals as you enjoy the season. Somewhere, someone is waiting to be toned to a call, is on patrol at an isolated post or dangerous sector, or is in the middle of a complex medical procedure. Someone is serving you.

Their Christmas dinner may consist of nothing more than fast food or an isolated meal. They will be lonely for their families, whom they have had to leave behind. I am thankful for them — and for their families.

If You Have a Loved One in the Service ...

A fourth poster featuring photographs of DLEG employees in the military and employee family members in the military is being designed by Graphic Artist Jim Kremer in Media & Public Relations. Please send photos, including name of individual, branch of service, name and job title of employee, and relationship to employee to: KremerJ@michigan.gov or to Jim at the Ottawa Building, 4th floor. Copies of the posters will be distributed throughout the department and made available to interested persons.



Special Deliveries

Tom Hagan Demonstrates Integrity as a Leader

Congratulations to Tom Hagan, enforcement supervisor of the Michigan Liquor Control Commission's (MLCC) Grand Rapids District Office, who has been presented with a Special Delivery from the Director by his team of Abby Anderson, Kurt Cox, Bonnie Doorenbos, Tom Healy, Bill Klingbeil, Dexter Lee, Jack Ogden, Jon Reeder, Kay Ryzenga and Caryl Simplis.

Here is what his team had to say: "We think our supervisor, Tom Hagan, is doing a great job. He has more investigators than any other supervisor in MLCC. He keeps us all 'included' in what is happening at work via email and phone. He has led us to develop the Grand Rapids District into a 'team' working together and helping each other. When one area has an influx of work, Supervisor Hagan brings in an investigator from another county who is not as busy to help out. If you were to walk into his office today, he could easily tell you how much work each of his staff people has to complete. He organizes us into an efficient 'team.' He reads and reviews our reports and checks for 'excellence' in work leaving this district. Most of all, he stands behind what he says and provides 'integrity' in his leadership. All of this he has done even through illness of his family members, crashing cabinets and even lightning strikes!"



Front row, l. to r.: Bonnie Doorenbos, Dexter Lee, Margie Mann, Tom Hagan and Kay Ryzenga; back row, l. to r.: Commissioner James Storey, Tom Schmidt, Abby Anderson, Tom Healy, Jon Reeder, Caryl Simplis and Kurt Cox.

Michelle Walker Does Amazing Job in Auditing

Congratulations to Michelle Walker, telecommunications assistant in the Office of Finance and Administrative Services, who has been presented with a Special Delivery from the Director.

Michelle was nominated by David Thomas, director of Office Services, and Sean Douglas, telecommunications specialist, who wrote: "We would like to nominate Michelle for doing an amazingly accurate job in paying the telecommunications invoices for the Unemployment Insurance Agency. Her work was especially wonderful in auditing the invoices for the conversion from Nextel to Cingular and Alltel cellular phone service. The invoice was very flawed, and she caught several errors that saved DLEG over \$4,500!"



Sean Douglas and Michelle Walker



Carol Jorgensen

Carol Jorgensen Goes Above, Beyond

Congratulations to Carol Jorgensen, regulatory analyst with the Office of Financial and Insurance Services, who has been presented with a Special Delivery from the Director.

Carol was nominated by Fran Wallace, chief deputy commissioner, Office of Policy, Conduct & Consumer Assistance, and Joan Moiles, deputy commissioner, Health Plans Division, who wrote: "Carol went above and beyond her job responsibilities to assist a co-worker whose infant daughter was initially denied injections by her HMO. Carol called the HMO and they reversed their decision."

Special Deliveries

Rosalyn Butler Performs Extraordinary Work



Rosalyn Butler

Congratulations to Rosalyn Butler, field examiner, Credit Union Division, Office of Financial and Insurance Services (OFIS), who has been presented with a Special Delivery from the Director.

Rosalyn was nominated by John Kolhoff, assistant director of the Credit Union Division, who wrote: "I am writing this memo to recognize Ms. Butler's work relative to the project to update OFIS Credit Union Division pronouncements. The changes were made to reflect the new Michigan Credit Union Act. Ms. Butler spent a significant amount of time keeping track of proposed language in all of the differing pronouncements OFIS publishes, reviewing those changes and tracking the approved language. This work required attention to detail as well as the ability to review the language in the context of its impact to the overall supervisory system. Ms. Butler became a valuable

source of the examiner perspective, ensuring that important aspect of our regulatory framework had a voice in this process. Ms. Butler also performed other work related to this project, such as maintaining a list of changes from the old act/pronouncements to the new and creating reference indexes covering all regulations directly related to credit unions as well as all of our OFIS pronouncements. Ms. Butler performed the duties of this special project extraordinarily and was an integral reason the project was successful. Both the scope and nature of this project demanded a significant effort to complete. She stepped up to that challenge, committing fully to the extended period of time this project required. Ms. Butler indeed performed well beyond my expectations and is owed a debt of gratitude from myself, the Credit Union Division and the State of Michigan for her work."

Catherine, Kristie, Melanie Are Tops!



L. to r., Catherine Kirby, Kristie Taber and Melanie Near.

Congratulations to Catherine Kirby, Kristie Taber and Melanie Near with the Office of Financial and Insurance Service (OFIS), who have been presented with Special Deliveries from the Director. Catherine is deputy commissioner of the Consumer Services Division, Kristie is manager of Consumer Services, and Melanie is a complaint analyst.

They were nominated by Fran Wallace, chief deputy commissioner, Office of Policy, Conduct & Consumer Assistance, who said they "went above and beyond in their efforts to resolve one of the more challenging consumer files, for a variety of reasons that OFIS has had to deal with. While the Consumer Services Division handles several thousand complaints in any given year, there are those complaints that are difficult to bring to resolution. Cathy, Kristie and Melanie expended much effort over many hours carefully reviewing the Byzantine details of the account history at issue. Mounds of correspondence were sifted through. In an effort to bring the matter to closure, they brought the parties together with an offer in hand in the hopes of achieving an agreeable resolution for all. Their efforts paid off — the consumer accepted the settlement offer. Case closed."

Deb Brown, JR Beauboeuf Make Outstanding Presentation



Deb Brown



JR Beauboeuf

Congratulations to Deb Brown, securities analyst, and JR Beauboeuf, consumer ombudsman, Office of Financial and Insurance Services, who have been presented with Special Deliveries from the Director.

Deb and JR were nominated by Joyce Karr, deputy commissioner, Market Conduct Division, who wrote: "They did an outstanding job of serving as presenters at the First Annual MSU Securities Law Institute."

Special Deliveries



John Sullivan

Bob Lutton, John Sullivan Are Great at Follow-Up

Congratulations to Bob Lutton, insurance analyst, and John Sullivan, insurance specialist, Office of Financial and Insurance Services, who have been presented with Special Deliveries from the Director. Bob and John were nominated by Sonya Dungey, insurance manager, who said the two did “outstanding work on the Credit Scoring Enforcement Survey and follow-up enforcement actions.”



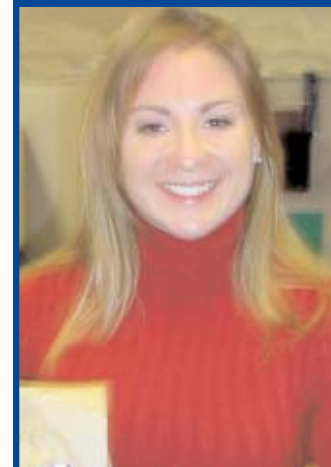
Bob Lutton



Sherry Bass-Pohl

Sherry Bass-Pohl, Brianne McDaniels Do Outstanding Job

Congratulations to Sherry Bass-Pohl, licensing analyst, and Brianne McDaniels, student assistant, Office of Financial and Insurance Services, who have been presented with Special Deliveries from the Director. Sherry and Brianne were nominated by Sonya Dungey, insurance manager, who said they did an “outstanding job of tackling the first Michigan Market Conduct Analysis Checklist. This work will be reflected in a nationwide scorecard that will be issued by the National Association of Insurance Commissioners.”



Brianne McDaniels

Judi, Regan, Teresa Make Excellent Presentation

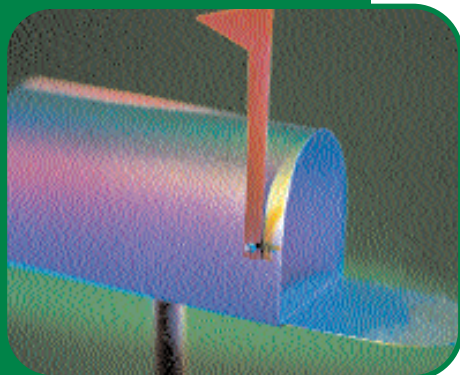
Congratulations to Judi King, consumer ombudsman; Regan Johnson, insurance investigation specialist; and Teresa Pizara, regulatory specialist, Office of Financial and Insurance Services, who have been presented with Special Deliveries from the Director. The three were nominated by Joyce Karr, deputy commissioner, Market Conduct Division, who wrote, “This team provided community outreach by presenting an outstanding speech to 100 seniors who are residents of Independence Village.”



From left, Judi King, Commissioner Linda A. Watters, Regan Johnson and Teresa Pizara.

Please see page 13 for
Special Delivery Form.

We Get Letters ... and E-mails!



Dianne Junior, a counselor at the Detroit Schools office of Michigan Rehabilitation Services, received this letter from the mother of a student served by Dianne:

"I am writing to say thank you so much for helping me with my son. He is now accepting responsibility and loves working at Meijer. He enjoys working overtime as much as possible. He told me the other day how glad he was that we kept riding his back, because now he is making money (laughing at himself). His favorite words are 'I am rich.' I would have never

dreamed that he would be willing to wake up every day at 4:30 a.m. to be at work by 6:00 a.m. I am teaching him how to save his money for a rainy day. Thank you, Ms. Junior, for all you have done to help this young man to succeed."

Lynn Briggs with the Michigan Chapter of Air Conditioning Contractors of America sent this thank you note to **Sherry Scott**, Consultation, Education and Training (CET) Division, Michigan Occupational Safety and Health Administration (MIOSHA): "Our sincerest thanks for your Asbestos Awareness Program at the Sheraton Hotel last week. I am sure all those in attendance learned a great deal. Your presentation was very professional and you were able to make the subject very interesting and worthwhile."

Fred Kirkland, CET Division, MIOSHA, has been working with the American Red Cross. A letter from the Red Cross thanked Fred for delivering MIOSHA's message in his workshops: "We thank Fred for his excellent presentation and dedication to MIOSHA's mission. We look forward to working with Fred and building a strong alliance with MIOSHA."

Tom Rico with the Michigan Economic Development Corporation (MEDC) sent this note to MIOSHA: "My colleague at MEDC, **Kathleen White**, met recently with the officials at Yorozu Automotive North America, Inc., in Battle Creek. The company officials wanted us to pass along compliments about the CET program and especially about **Quenten Yoder**. The company officials said Quenten is a good partner with their company and they can call him any time and know that he will help them out with good common sense and practical, useful advice."

A letter was received from Environmental Safety Associates of Albion, commending MIOSHA Safety Officer **Steven Jones** for a

"great work experience." Jeff Rogers, the company president, said Steve's "approach towards his job and the way he handled himself was duly appreciated." Mr. Rogers also noted that Steve was courteous, friendly and showed much understanding during the inspection, when hazards at the site were identified that were putting workers in harm's way.

Kudos to **Matt Macomber**, General Industry Safety and Health Division, MIOSHA, who received the following comment from Sarunas Mingela: "On behalf of the Michigan Industrial Hygiene Society, I would like to thank you for contributing to the success of our Confined Space Conference. It is individuals like you who give unselfishly to make our organization great. Thank you for a very informative presentation."

The president of Masonry Developers, Inc., Rochester, sent the following note regarding **Rick Mee's** visit during MIOSHA's Take a Stand Day: "I would like to thank you for offering 'Take a Stand for Safety Day.' We operate six crews employing 65 people. It was a very valuable experience that you offered. It gave a chance for our employees to understand that if we work together, safety is an achievable priority. MIOSHA safety officers have trained all of our foremen, and their knowledge is priceless. Your cooperation was a valuable tool, and we intend to take advantage of this program every time it is offered. As president of the Michigan Mason Contractors Association, 2nd vice president of the Masonry Institute of Michigan, and treasurer of the Detroit Mason Contractors Association, I will make all of my fellow contractors aware of what a good program is available to our industry."

A customer in South Lyon who participated in Take a Stand Day wrote to say that MIOSHA's **Donald Trefry** was "very professional, detailed, and gave me some good advice and documents to improve our safety in areas that I had overlooked."

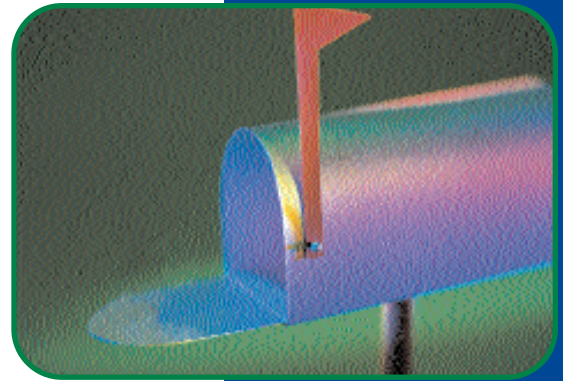
A MIOSHA customer in Oakland County had this to say: "We were very impressed with Take a Stand Day. Mr. **James Kivell** was extremely helpful and informative regarding our General Industry issues. He had almost 30 suggestions for updates/upgrades."

MIOSHA Officer **Baldemar Reyes** and Construction Safety and Health Director **Robert Pawlowski** visited Spence Brothers Construction Company during Take a Stand

More Letters ... and E-mails!

Day. The company had this to say: "Our company benefited greatly from this service. If it is offered again, we will certainly participate. Take a Stand Day was an excellent way for contractors and MIOSHA to work together to promote safety!"

Pipp Mobile Storage of Walker sent the following message regarding MIOSHA's Take a Stand Day: "It was a great experience. **Mark Scott** was so very patient and willing to share his knowledge and expertise. Thanks again for all your insight and time."



Thank You, Jeans Wearers!

Casual Wednesday collections in November for the Michigan Food Bank totaled \$2,306.

"Special Delivery from the Director"

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from the Director:

Name of Nominee:	Submitted By:
Office/Bureau of Nominee	Job Title of Nominee
Telephone # of Nominator	Office Location of Nominee

The reason I am nominating this person:

Office/Bureau Director:	Date:		

Bureau Directors: Forward to Linda Cook—DLEG Media Office, 4th Floor, Ottawa Building, Lansing
E-mail: CookL1@Michigan.gov --OR-- FAX: 517-241-1580; Phone: 517-241-0199